EUGENE SCIENCE CENTER
Position Announcement
(2021-07-29)

Guest Relations Assistant

Eugene Science Center, a hands-on science museum in Eugene, OR, is seeking to hire 2-3 enthusiastic individuals committed to ensuring excellent and memorable experiences for museum visitors.

Excellent communication skills are required, as well as a passion for connecting children with science, and for working with and serving a wide variety of people.

Please review the attached job description and follow the application instructions below.

PLEASE NOTE: These positions are part-time and non-exempt. The number of hours per week and schedule will depend upon the successful candidates’ schedules as well as the museum’s scheduled open hours. Pay rate starts at $13.50/hr, with some Eugene Science Center benefits.

Application Instructions

We welcome your application, which should include the following 3 items:

• Letter of application
• 1-2 page resume
• List of 3-4 references, including name, phone and email, and how you know each person (Do not send letters of reference as we will contact your references individually)

Please send your application as an attachment (MS-Word or PDF) to: Tim Scott at tscott@eugenesciencecenter.org

Deadline: Review of applications begins immediately; open until filled.

Please send this information as an attachment and not in the body of an email.

Eugene Science Center is an Equal Opportunity Employer
EUGENE SCIENCE CENTER POSITION DESCRIPTION

GUEST RELATIONS ASSISTANT
(2021-08-09)

SUPERVISOR: Guest Relations & Operations Director

MAIN FUNCTIONS:
- Welcome guests to the museum, process admissions, sell museum memberships, answer phones, complete store sales, answer guest questions and/or direct inquiries to appropriate staff.
- Support the Guest Relations and Operations department by assisting with field trips, restocking store, opening and closing exhibit areas, general museum cleaning, and other projects as assigned.

SKILLS - EXPERIENCE - ATTITUDE REQUIREMENTS:
- Upbeat and positive attitude, with enthusiasm for the Eugene Science Center and for ensuring excellent and memorable experiences for museum visitors
- Demonstrated ability to provide “legendary customer service” and show excellent judgment in interpersonal interactions
- Ability and desire to learn new things quickly and to perform repetitive tasks with high degree of care and accuracy
- Able to follow through on tasks and to seek assistance from appropriate staff
- Ability to communicate effectively and respectfully to a wide variety of audiences
- Able to multi-task, think quickly, and remain calm and courteous under pressure
- Fluent in both Spanish and English strongly preferred

WORKING CONDITIONS:
Fast-paced, non-profit, hands-on museum environment. Must be able to work on many projects simultaneously with interruptions. Primarily based at the front admissions desk interacting with public visitors.

TIME COMMITMENT:
These are part-time (10-30 hours/week), non-exempt positions that may require regular weekend and holiday work, as well as occasional evenings.

COMPENSATION AND BENEFITS
Starting wage is $13.50/hr with some Eugene Science Center benefits provided.

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